

Recreation Centers Of Sun City West, Inc.

Date: September 14, 2020
To: RCSCW Governing Board
From: William Schwind, General Manager
Subject: Weekly Activity Report – September 14, 2020

Facility Projects: (Karl)

Kuentz:

1. **KZ Parking Lot:** Asphalt work is complete. Final concrete walkways, woodshop concrete approach, landscaping and striping are all in progress.
2. **KZ Craft Room & Fitness Addition:** Structure work has been completed. Exterior Painting, Millwork, Mechanical and Interior Trim are all in progress.
3. **KZ Courtyard Renovation:** Pavers, Tile and Iron work installation are in progress.
4. **KZ Men's/Women's Shower Renovation:** Men's and Women's Shower Tile Work is complete. Final grouting and interior trim are in progress.
5. **KZ Storage Room Addition:** Structure work has been completed. Interior and exterior painting are in progress.

R. H. Johnson:

6. **RHJ Large Dog Park Renovation:** Shade Canopies, French Drain and Light Pole Foundations and all walkways have been completed. We are currently working on electrical wiring, irrigation and final masonry.

Beardsley:

7. **Beardsley Arts & Crafts Parking Lot** is closed for the week. Asphalt Seal and Stripe is in progress 9/14 through 9/18.

Pebblebrook Golf Course:

8. **Pebblebrook Pro Shop Parking Lot-** Asphalt Mill and Replace is in progress.

Upcoming Project Start Dates:

- Grandview Pro Shop Parking Lot – Asphalt – Seal and Stripe – Sept. 24th – 25th
- Kuentz Pool and Patio Deck Resurfacing – Sept. 28th – Oct. 16th
- Kuentz Parking Lot – Asphalt Seal and Stripe – Oct. 3rd – Oct. 8th

Facility Maintenance: (Russ)

9. Facility Maintenance Staff continues to work on the Kuentz Facility Monitor's Booth and Office area.

Sports Pavilion:

10. We will be going back to our normal Fall Operation Hours, seven days a week from 8 a.m. to 9 p.m. To comply with State and CDC Reopening Guidelines, we are manning the doors and taking temperatures of those accessing the Sports Pavilion. We are limiting the number of chairs available along the concourse so they cannot be used for congregating before or after bowling.

11. League play started last Tuesday, 9-8-20. League Play participants are about half of what they were compared to League Play in 2019. Four more teams start up today. We will offer more open play, specials and tournaments as we move forward to make up some of the losses.

12. We have a two-day Juniors and Seniors Doubles Tournament scheduled for October 3rd through Oct. 4th. This is our 2nd hosting of this Tournament featuring the best of city bowlers.

Member Services:

13. The Member Services Office is open Monday through Friday from 8:00 a.m. to 2:30 p.m. should you need to come in for assistance. You can also continue to pay your dues online or call 623-544-6100 to pay by phone. Member credit can be purchased at any of our open Golf Course Pro Shops or from Member Services during their normal hours. If you have any questions you are welcome to contact us by email as well at membership@suncitywest.com.

14. For the first 11 days of September 46 APF Fees were collected with 6 refunds. For the same time period in 2019 we had 89 APFs. We anticipate meeting that number or doing better this year.

Recreation: (David)

15. The Arizona Department of Health Services has authorized the reopening of our indoor Fitness Centers. We are required to maintain the criteria established by the AZ Dept. of Health Services and the CDC to remain open. This will include mask and temperature checks at the door as well as requiring social distancing while using the facilities.

Palm Ridge Fitness Center was reopened on Monday, 8/31/20 and the R.H. Johnson Fitness Center reopened on Thursday, 9/3/20. We are currently permitted to allow 25% capacity use of our facilities through the remainder of this week. Beginning Monday 9/21/20 we will be increasing the capacity number to 50%.

You can check the following link to see latest on facility reopening dates and times of each of our facilities. Check <https://suncitywest.com/covid19/>. All items on the list are subject to change.

16. Each Recreation Center now has a disinfection gun for sanitizing purposes. We've also received 30 cases of gym wipes which is enough for 2 to 3 months supply for use at all fitness centers.

17. We will be reviewing the bids for the Audio/Visual Update of the Social Hall. We plan to have sound and cameras installed so we can duplicate the upgrade that occurred at Palm Ridge and turn the portable audio/visual equipment into “built-in” equipment which will serve us better.

Recreation Activities/CC&Rs: (Riley)

CC&Rs

18. Due to the closure of the Rec. Centers, all CC&R complaints should be sent in by email (located on the main page of our website (www.suncitywest.com) or by telephone at 623-544-6661.

19. Current Open violations are at 51 as of today.

20. Our new CC&R Clerk Denise Erlandson has started CC&R training.

21. We have been working closely with the County Zoning Department with enforcement that falls outside the realm of our CC&R Department.

Chartered Clubs:

22. Please visit this link for the latest in Club Closures and Openings. <https://suncitywest.com/covid19/>

23. Fitness Classes will be reopening at Palm Ridge. Dance Studio opens today with limited participation of 10 people. The week of 9/21 those reopening include: Strength 45, Zumba and Country Western Dance practice (tentative).

24. The new RR&P Disciplinary procedures were presented at the Governing Board Workshop last week and will be presented to the Governing Board for approval at their Sept.24th Meeting.

25. The Chartered Club Committee and Staff are continuing to work on the revision to CR-13 to help clarify Clubs’ responsibility for Club improvements.

Tours and Scheduling:

26. We continue to review October/November Club Schedules and upcoming meetings for possible cancellations of large gatherings.

Village Store

27. The Village Store current hours of operation are from 9 a.m. to 1 p.m. Monday through Friday. These hours will continue through the month of September.

28. Due to Corona Virus and the need for social distancing, we currently allow 6 to 8 people in the Village Store at any one time. The wearing of masks is mandatory for indoor facility locations along with increased facility sanitization.

29. Sales through the Village Store for the month of August were just over \$6,500 with about 1/6 of that number coming from security mailbox sales.

30. We are having a hard time getting volunteers. Many people won't volunteer due to corona virus and a volunteer we did have was involved in an accident and won't be available until sometime in October. We will be placing ads for anyone interested in volunteering at the Village Store.

31. Our snowbirds are beginning to come back to SCW. Several couples have already come in to shop at the Village Store.

General Services:

32. For the most up-to-date information on the Covid-19 virus, please visit our website at <https://suncitywest.com/covid19/>. We have met the Covid-19 benchmark numbers required by the CDC and AZ Dept. of Health Services for reopening our indoor facilities at 25% capacity as per state mandates.

33. The IT Department continues to encourage Staff to make IT aware of any and all personnel changes in their departments as this affects email addresses, phone numbers, access to software and hardware, etc. which requires action on IT's part.

34. Our Member Portal was migrated and launched Monday night. It can be found at <https://suncitywest.totaleintegrated.com>. Should members have trouble with the Portal, i.e., logging in, resetting passwords, etc., email us at portal@suncitywest.com to report the issue so we can assist. FAQs will be available on the new Portal.

35. Martin has finalized the tri-fold pamphlet on Association dues and what they are used for. The tri-fold is being handed out at meetings and to new members. We will order additional printing if and as necessary.

36. Katy attended a meeting with the Northwest Valley Sun Cities Transit Study Group last week and will collect additional information on this subject. Information on this group is available on their web site at valleymetro.org/northwestvalley.

RHJ Library:

37. Library hours are currently Tuesdays through Saturday from 9 a.m. to 2 p.m. through Saturday, October 3rd. Beginning Tuesday, October 6, we will be returning to our normal operating hours of 9:00 a.m. to 4:00 p.m., Tuesdays through Saturdays.

38. The library started a survey to get feedback from residents about the library and its services to help with future planning of events. Over 400 people responded to the survey to date. If you would like to participate, you can fill out a survey online at <https://www.surveymonkey.com/r/RHJLibraryPrograms>.

39. The video introducing the new Patron side of the library catalog has been completed. You can visit it at <https://www.youtube.com/watch?v=yd6GwLeH-A8&feature=youtu.be>.

40. We continue to look at ways to offer virtual library programming. One of our local authors will do a presentation at the end of September.

Financial Services:

41. The final annual audit will be presented to the B&F Committee at their meeting on 9-22-20 and to the Governing Board at their meeting dated 9-24-20.

42. The Association Attorney will be addressing our Kuentz Gas Line Damage Claim, sending a demand letter to all vendors involved.

43. We are meeting with our Insurance Broker regarding next year's insurance fees/coverage.

44. We will be meeting to discuss updating the Policy on Golf Card Refunds.

Events Planning:

45. We have cancelled all fall special events for the remainder of **2020**. The main reason for this decision was to keep us from the possibility of losing substantial down payments on our bookings, not knowing at this point if we could sell enough tickets to cover costs or if the event would have to be cancelled due to state mandates.

46. Please see the attached "Upcoming Events" Sheet for all available event information.

47. We have closed all sales to **2021** Top Hat and Cruise Ship Series tickets to allow for more room between the seats. If the virus numbers subside and we no longer have to worry about distancing, we can always open back up for individual ticket sales on these events.

Human Resources:

48. The HR Dept. received no new reports of employee/spouse positive COVID-19 cases this past week. The numbers continue to head down.

49. We continue to work to fill multiple Full Time Golf Maintenance positions in the Golf Maintenance Department.

50. The HR Dept. has set up on-site Flu Shots for employees through our Health Insurance Carrier Cigna.

51. HR Manager, Marie Mrowzynski, reminded Staff that the Governing Board is looking for nominees for Board Recognition.

52. We will finish up employee temperature checks through this week and end it on Monday, 9/21/20.

53. Since the Employee Recognition Luncheon was cancelled for this year, we will be working out how we will deliver the awards to employees.

Golf Operations:

54. Revenue numbers for the first 12 days of September; Revenue was up 25% over prior year and Rounds were up 20% over of prior year.

55. The sign-up process for our 25th Anniversary of the Octogenarian Tournament on Saturday, October 24th has begun. The Tournament will be held at Desert Trails Golf Course. Entry Forms went out this past Saturday and were being accepted from the players beginning Monday, 9/14/20. We are expecting 90 players to participate in this event.

56. **Web Portal** – The new member Web Portal went live on September 14th. Transition has gone smoothly although there will be an adjustment period for users learning to navigate through the new portal.

57. We are committing to an abbreviated schedule for tournaments and golf events. There will be no shotguns or double tee starts in the tournament lineup. We will be eliminating food and beverages as well to minimize congregation of players.

58. We are looking to hire 10 - 12 new employees to fill Player Assistant and Call Center positions. These are temporary part-time positions that will work from mid-October 2020 to the end of April 2021.

59. There was some vandalism at the Deer Valley Golf course this past Sunday night. A driving range machine was broken into and the face plate was removed and taken from the immediate area. We are looking to locate this component as it will cost over \$500 to repair/replace.

60. **Thanksgiving Schedule** – The four golf courses open on Thanksgiving this year will be Desert Trails, Echo Mesa, Pebblebrook and Trail Ridge.

61. Review of COVID-19 Rules for Sept.:
- Tee time Intervals
 - Number of Cart Riders
 - Number of people in Pro Shops.

Environmental Services:

62. **Golf Course Maintenance**

Project Updates:

- Desert Trails Bunker Project – This project will be completed this week. The last of the sod was delivered Wednesday of this week
- Staff will be working on a new desert landscape area next to the #1 tee at Pebblebrook. This project ties in with the new driving range tee that was completed earlier this summer.
- Fall Overseeding starts next week. Grandview, Echo Mesa, Pebblebrook and Desert Trails will close Thursday, September 24th and reopen on Tuesday, October 20th. (Pebblebrook and Desert Trails were already closed for summer maintenance.)

- Water Usage Report – Year to date we have used 52.7 acre feet more water this year compared to last year for the same time period. This is good news considering the lack of rainfall and the extreme heat that we had to deal with this summer.

63. **Landscape Maintenance:**

- Fall Overseeding starts next week at Liberty Softball Field.
- Staff is removing the Summer flowers this week. Fall/Winter flowers are scheduled to be planted around the third week of October.

Upcoming Events

Current / Upcoming Ticket Sales

Event	Event Date	Location	Time	Ticket Sales
Letters To Santa	Mail out November 30 th	BOX OFFICE	N/A	October 13 th
DRIVE IN MOVIE – Knives Out	October 15 th	RHJ North Lot	Dusk	October 6 th
DRIVE IN MOVIE – The Shining	October 29 th	RHJ North Lot	Dusk	October 6 th
Virtual Thanksgiving 5k	Nov 25 -27 th	ANYWHERE	ANYTIME	September 28 th
TOP HAT 3pm	2021 Series	Palm Ridge	3pm	SALES CLOSED
TOP HAT 7pm	2021 Series	Palm Ridge	7pm	SOLD OUT
CRUISE SHIP RENEWALS	2021 Series	Palm Ridge	7pm	SOLD OUT

WE have closed all sales for Top Hat 7pm and Cruise Ship to allow more room between seats! If COVID-19 subsides we can always open back up for individual ticket sales 😊

Be sure to get your Letters to Santa – Post Stamped by the North Pole

For SUN CITY WEST Residents ONLY 🍷

We are teaming up with ARC for our Curbside Christmas Wave to Santa and receive a craft. Event includes a fortune teller, reindeer food and much more along with a small breakfast

For SUN CITY WEST Residents ONLY 🍷

2020 SCW Thanksgiving 5k

<https://raceroster.com/events/2020/34556/sun-city-west-thanksgiving-virtual-5k>

We are raising money for St. Mary's Food Bank

We will also be hosting a food drive for St. Mary's from:

November 2nd – December 18th

Ticket Sales September 14, 2020

Subscriptions

2021 Cruise Ship Subscriptions 7PM	Palm Ridge	598	100%	2021
2021 Top Hat Subscriptions 3PM	Palm Ridge	475	76%	2021
2021 Top Hat Subscriptions 7PM	Palm Ridge	679	100%	2021